

Program Overview

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Purpose

This chapter provides background information about the Medi-Cal and Healthy Families Programs as well as a diagram explaining the programs' contract partners.

Introduction

In September 1997, California legislation was passed that expanded the Medi-Cal Program and created the Healthy Families Program. The changes to the Medi-Cal Program and the creation of the Healthy Families Program provide more low-income families access to no-cost and low-cost health coverage for their children. These health coverage expansions provide children with needed services, some of which are listed below:

- Increased access to primary and preventive health care services
- Increased access to medical services when ill
- Reduced dependence on emergency room visits and hospitals for routine medical treatment

Contract Partners

Several contractors are partners working with the joint Healthy Families and Medi-Cal for Families joint mail-in application.

The **Department of Health Services (DHS)** administers the Medi-Cal Program. Responsibilities include providing information and support to local county Departments of Social Services. Other responsibilities include:

- Medi-Cal eligibility guidelines
- Providing policy directives and other program information and guidance as needed

The **Managed Risk Medical Insurance Board (MRMIB)** administers the Healthy Families Program and is responsible for overseeing the various aspects of the program, including:

- Eligibility
- Enrollment
- Contracts with the Administrative Vendor (MAXIMUS)
- Various phone and help lines through MAXIMUS
 - ◊ Medi-Cal and Healthy Families Outreach Line
 - ◊ Medi-Cal and Healthy Families Information Line
 - ◊ Healthy Families Membership Line
 - ◊ EE/CAA Help Desk
- Contracts with health, dental and vision plans

MAXIMUS is the administrative vendor under contract with MRMIB and has the following responsibilities:

- Single Point of Entry (SPE) process, which screens applications to no-cost Medi-Cal
- Healthy Families eligibility determination
- Reviewing and processing Healthy Families applications
- Healthy Families premium processing
- Health-e-App
- Application status notifications
- Medi-Cal and Healthy Families Information Line
- Healthy Families Membership Line

The information in this Reference Manual provides an overview of the joint Medi-Cal for Families and Healthy Families mail-in application and related information.

Organization of Contract Partners

Managed Risk Medical Insurance Board (MRMIB)

- Responsible for Healthy Families eligibility and enrollment
- Manages health, dental and vision plan contracts
- Manages Administrative Vendor

Administrative Vendor (MAXIMUS)

- Responsible for Single Point of Entry process
- Staffs the Medi-Cal and Healthy Families Outreach Line 1-800-880-1222
- Staffs the Medi-Cal and Healthy Families Information Line 1-888-742-5305
- Staffs the Healthy Families Membership Line 1-866-848-9166
- Reviews and processes Healthy Families applications
- Invoices and processes Healthy Families premium payments
- Staffs the EE/CAA Help Line 1-800-279-5012

Department of Health Services (DHS)

- Administers the Medi-Cal Program
- Issues Medi-Cal eligibility guidelines and policy directives
- Provides program information to local county Departments of Social Services